

Safe Work Method Statement - Servicing Konica Minolta Products

Activity	Potential hazards / risks	Safety controls including personal protective equipment	Licenses or qualifications required for the task
1. Servicing a device	Injury to the unauthorised person Damage to the device	Equipment should only be serviced by an authorised service provider.	All Konica Minolta service technicians are product trained.
2. Registering at customer site on arrival	Identification issue in emergency situation	All site requirements must be adhered to. This may include, but is not limited to, signing in / out registers, visitor tags, customer or security accompaniment, etc. This may include being accompanied by a customer representative when going to & from the car for parts.	
3. Restricting access to servicing area	Injury to the service technician or passer-by Damage to the device	In certain circumstances it may be necessary to cordon off the area during servicing of the equipment. Konica Minolta recommends that the customer provide portable barricades or equivalent to the service provider to prevent passers-by from entering the servicing area. Always make sure other persons (staff etc) are aware that the device is being serviced or worked on; especially if someone is performing work behind the device.	
4. Clearing space around the servicing area	Injury to the service technician or passer-by Damage to the device	Devices are to be located in accordance with the minimum service clearances to ensure the service technician has safe access to the device. Konica Minolta service technician will perform a visual risk assessment before starting work on any device. If there are any potential hazards a risk assessment is performed using the Field Hazard Assessment Tool. The customer and the service technician's supervisor are notified so that appropriate remedial action can be taken. Always keep areas around the devices clear and free from any hazards that may cause a trip or fall.	
5. Restricting access to a faulty device	Injury to the unauthorised person Damage to the device	When the device is identified as unable to be operated by the end user, Konica Minolta recommends the customer place a sign on the device that adequately informs personnel not to use the equipment until it is assessed by an authorised service technician. When the device is unable to be made electrically safe, the service technician must isolate the equipment from the power source and a warning sign must be left on the equipment.	
6. Handling power cables	Injury to the unauthorised person Damage to the device	Ensure cables are not twisted, chafed or damaged. Do not connect to multi-plug adaptors or use multiple power plugs into the same device.	
7. Clearing up after servicing	Injury to the service technician or passer-by	Remove all tools and spare parts, and clean up any residue (toner, fuser oil etc.) after service.	

Note: Material Safety Data Sheets, Product Safety Data Sheets and any general safety information on Konica Minolta products can be found at <http://www.konicaminolta.com.au/content.aspx?p=10> or may be requested by contacting branch service manager.

Disclaimer: The nature and extent of risk in possessing and using Konica Minolta products largely depends upon factors that are attributed in whole or in part to the operating environment, quality of maintenance services and device inputs and/or the competence of the user. The information presented in this Safe Work Method Statement is general and is based on industry knowledge and experience; however, it is not to warrant or represent: (1) the appropriateness of the guidelines to specific environments or situations; and/or (2) that this guide completely and exhaustively sets out all safety concerns. There are differences between individual products.

This document does not form part of any contract or agreement between the customer and Konica Minolta Business Solutions Australia Pty Ltd.